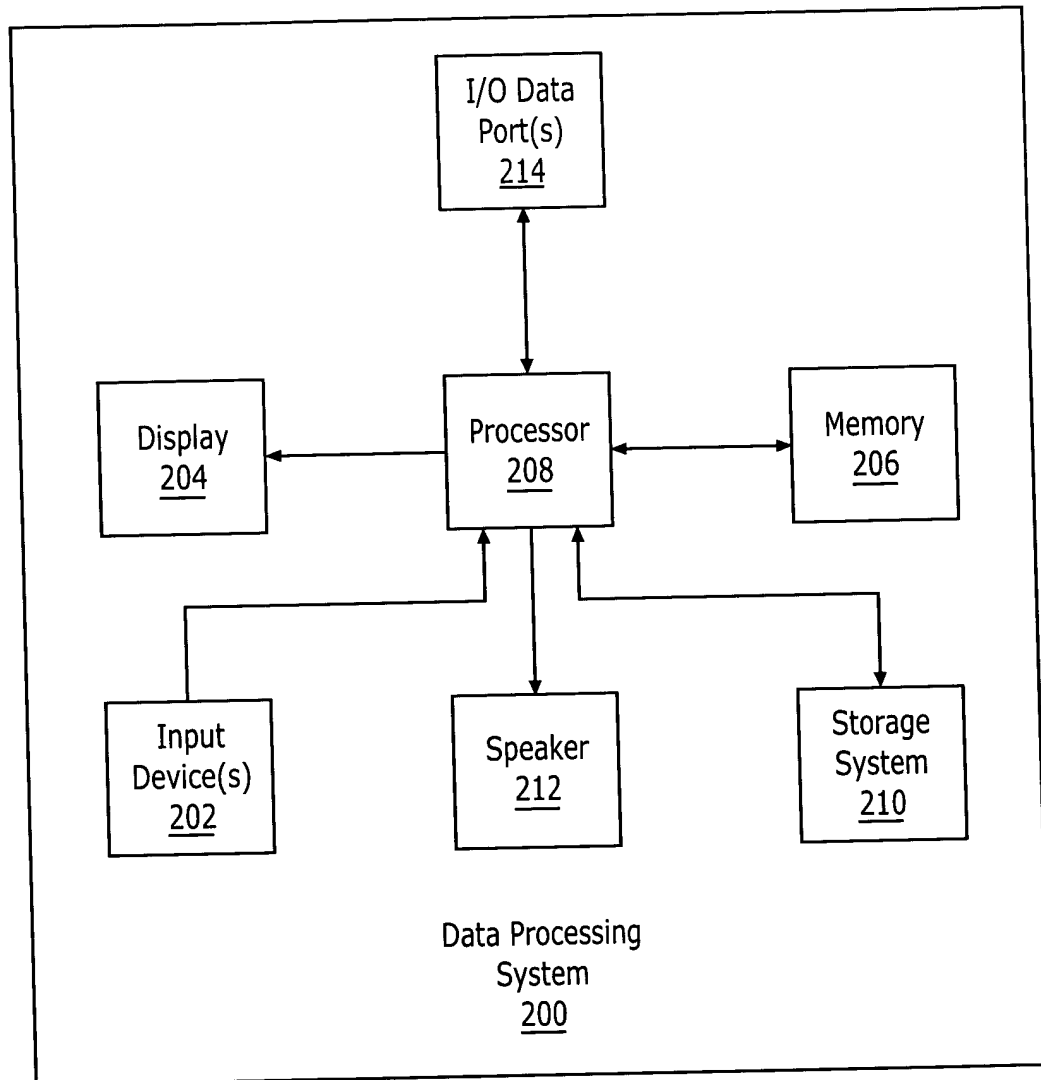


FIG. 1

FIG. 2

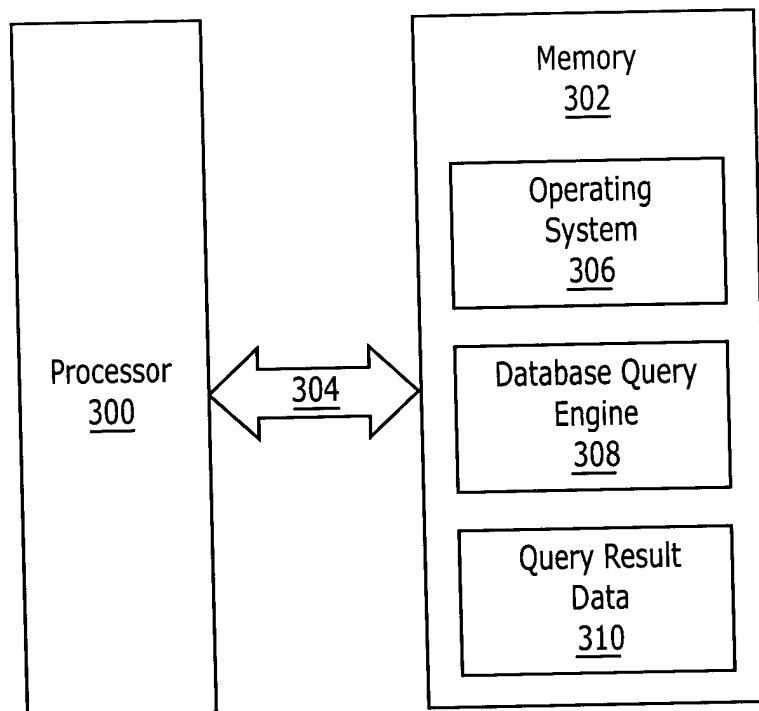
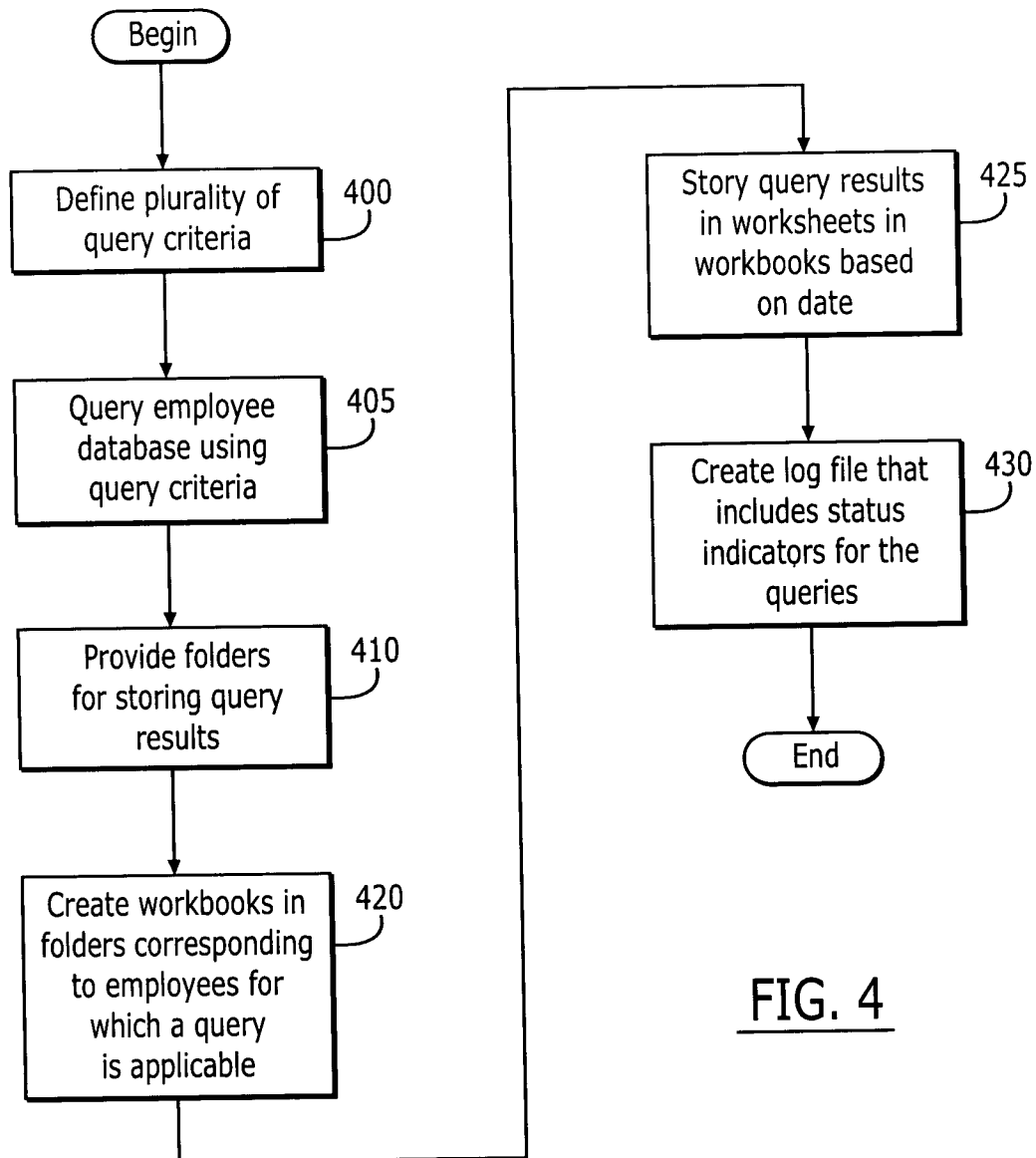


FIG. 3

FIG. 4

BIGFOOT Database Parser
By Charles Atchison
Version 1.0

EXIT

Ticket Level Detail Reports

☐ Run MA

☐ Run LMOS

☐ Run TTP/TTD/MTT

☐ Run MAC

☐ Run IRPTS

☐ Run SCRUB HONTF AND DDCRD

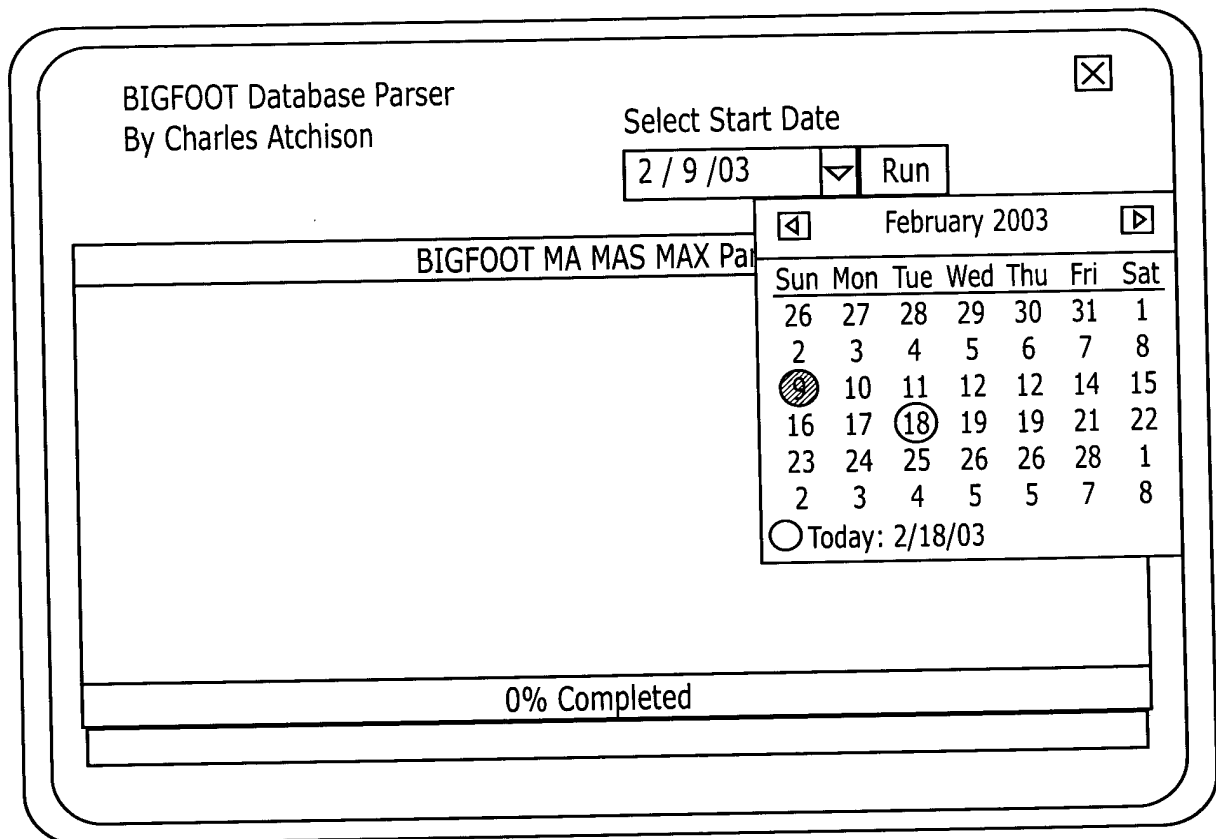
☐ Run SCRUB IRPTS

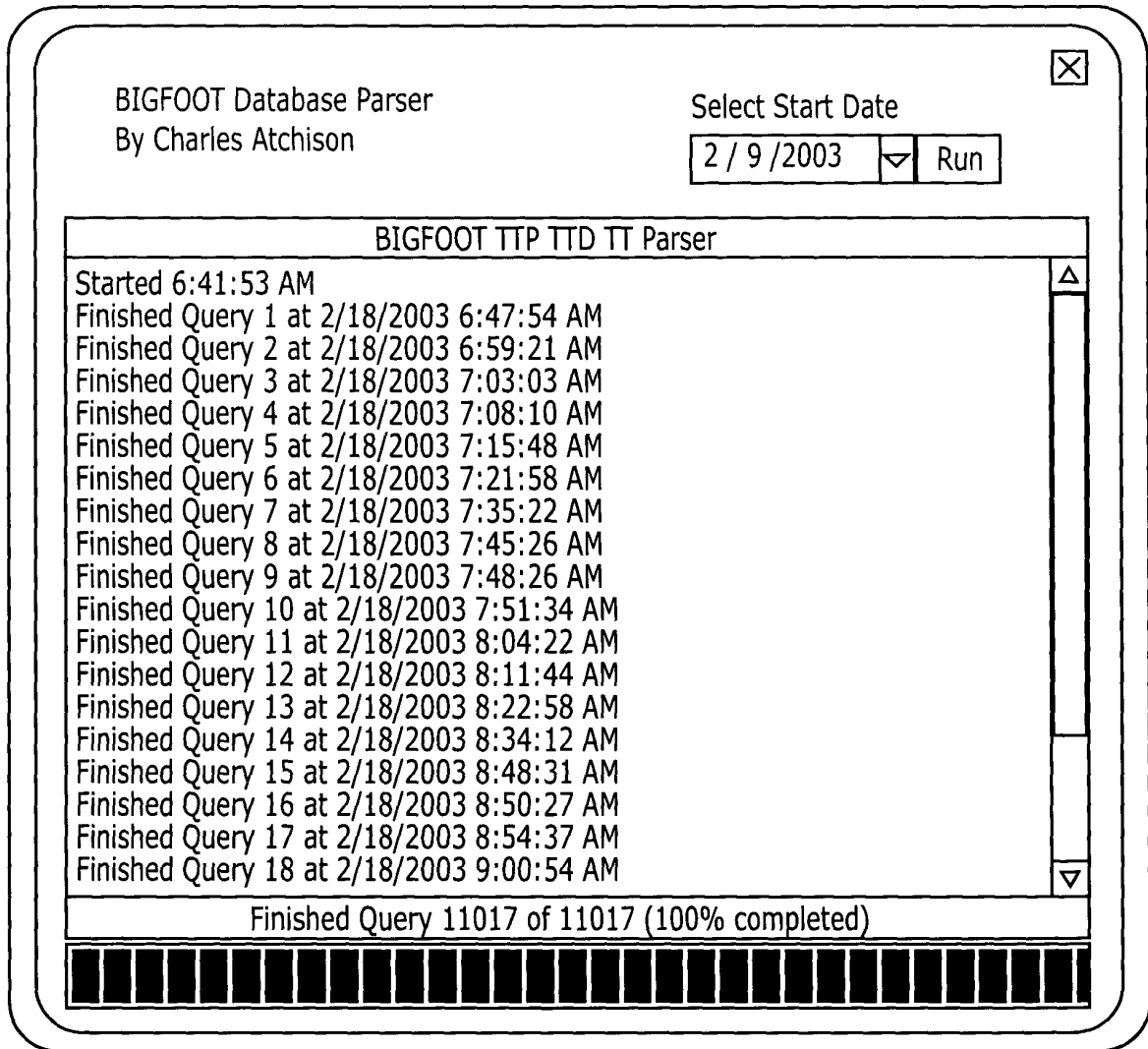
☐ Run REPEATS

Auto Start Feature

☐ Check here to bypass auto start

FIG. 5

FIG. 6

FIG. 7

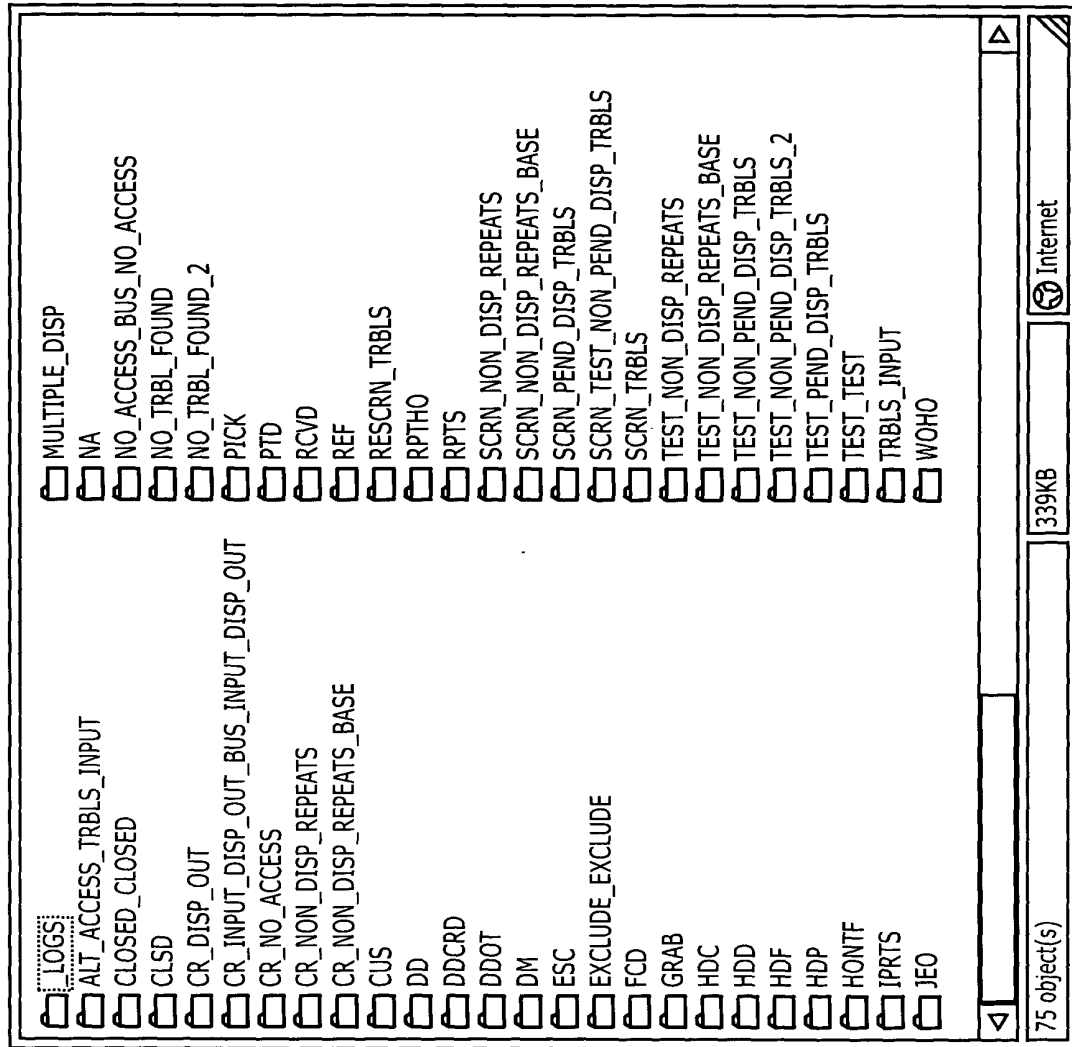


FIG. 8

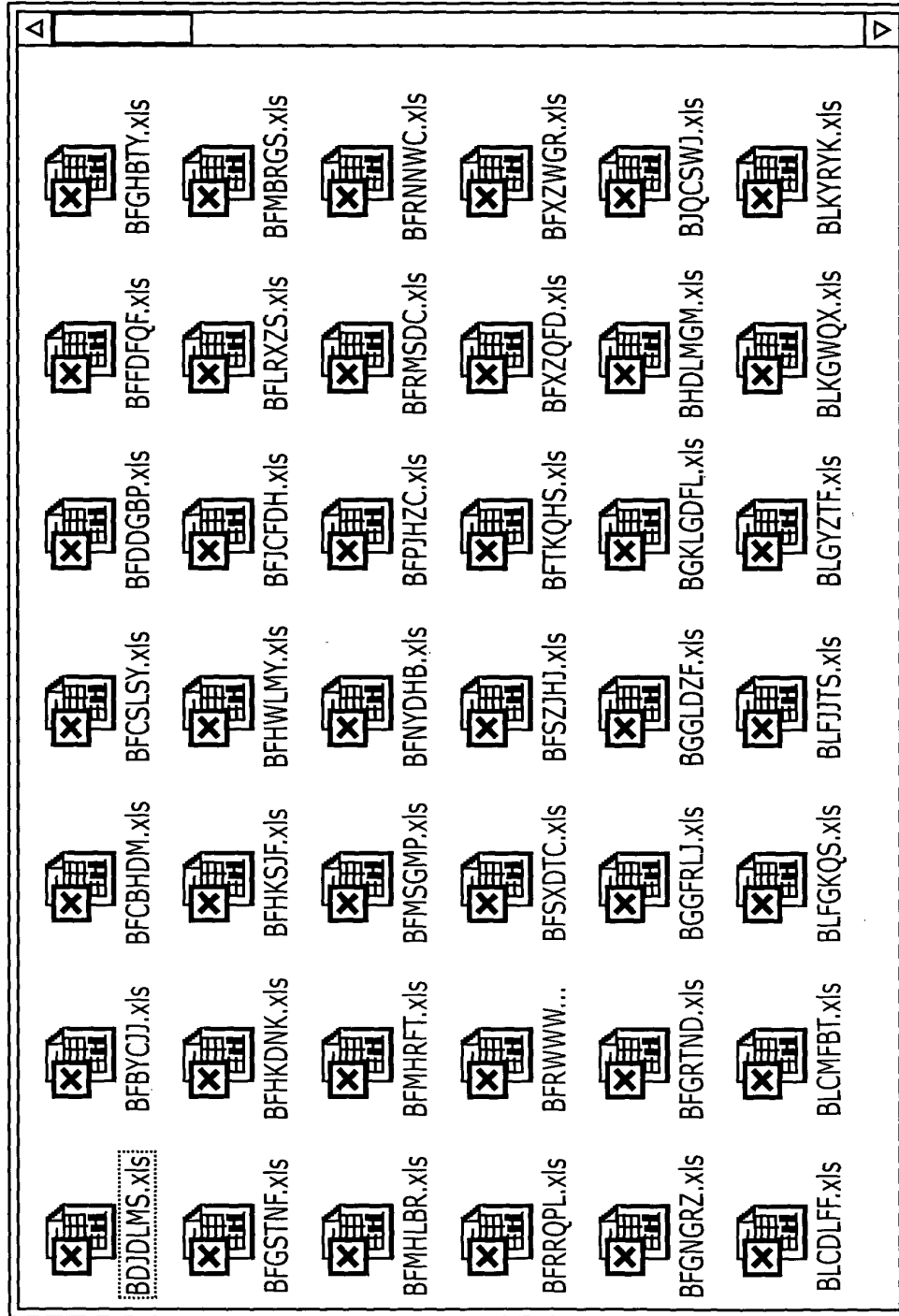


FIG. 9

Microsoft Excel - BDJDLMS.xls

File Edit View Insert Format Tools Data Window Help

Σ A↓

N22

	A	B	C	D	E	F	G
1	id	trk	act_date	etime	duration	tot_hrs	
2	=NC	NB484817	2/11/03	00:32	0:00	7:03	
3	=NC	NB485180	2/11/03	03:10	0:00	7:03	
4	=NC	NB485604	2/13/03	00:42	0:00	5:19	
5	=NC	NB485614	2/13/03	07:25	0:00	0:00	
6	=NC	NB485628	2/13/03	07:21	0:00	5:19	
7	=NC	NB485636	2/13/03	08:12	0:00	0:00	
8	=NC	NB485649	2/13/03	06:58	0:00	5:19	
9	=NC	NB485651	2/13/03	07:03	0:00	5:19	
10	=NC	NB485653	2/13/03	07:17	0:00	5:19	
11	=NC	NB485654	2/13/03	08:06	0:00	0:00	
12	=NC	NB485657	2/13/03	07:12	0:00	5:19	
13	=NC	NB485658	2/13/03	07:07	0:00	5:19	
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							

02_09_2003/

Ready

FIG. 10

Started BIGFOOT (**SCRUB HONTF DDCRD**) TTD TTP TT Parser 2/23/2003 11:42:48 am
 Finished Query 1(HONTF) @ 2/23/2003 11:44:27 AM (479 : WFAIDs) worksheet name: 02_09_2003
 Finished Query 2(DDCRD) @ 2/23/2003 11:47:08 AM (479 : WFAIDs) worksheet name: 02_09_2003

Started BIGFOOT **IRPTS** TTP TTD TT Parser 2/23/2003 11:47:11 AM
 Finished Query 1(IRPTS) @ 2/23/2003 11:54:26 AM (479 : WFAIDs) worksheet name: 02_16_2003

Started BIGFOOT **IRPTS SCRUB** TTP TTD TT Parser 2/23/2003 11:54:29 AM
 Finished Query 1(IRPTS) @ 2/23/2003 12:01:38 PM (479 : WFAIDs) worksheet name: 02_09_2003

Started BIGFOOT (**REPEATS**) Parser 2/23/2003 12:01:41 PM
 Finished Query 1(SCRN_NON_DISP_REPEATS) @ 2/23/2003 12:07:53 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 2(SCRN_NON_DISP_REPEATS_BASE) @ 2/23/2003 12:15:03 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 3(TEST_NON_DISP_REPEATS) @ 2/23/2003 12:20:29 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 4(TEST_NON_DISP_REPEATS_BASE) @ 2/23/2003 12:27:56 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 5(CR_NON_DISP_REPEATS) @ 2/23/2003 12:32:27 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 6(CR_NON_DISP_REPEATS_BASE) @ 2/23/2003 12:38:24 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 7(CR_NON_DISP_REPEATS_BASE) @ 2/23/2003 12:38:35 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 8(CR_NON_DISP_REPEATS_BASE) @ 2/23/2003 12:38:46 PM (319 : WFAIDs) worksheet name: 02_16_2003

Started BIGFOOT CSA Parser 2/23/2003 12:38:49 PM
 Finished Query 1(CR_NO_ACCESS) @ 2/23/2003 12:46:34 PM (681 : CUIDs) worksheet name: 02_16_2003
 Finished Query 2(CR_DISP_OUT) @ 2/23/2003 12:54:07 PM (681 : CUIDs) worksheet name: 02_16_2003

Started BIGFOOT MA MAS MAX Parser 2/23/2003 12:54:10 PM
 Finished Query 1(NO_TRBL_FOUND) @ 2/23/2003 12:58:00 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 2(NO_TRBL_FOUND_2) @ 2/23/2003 1:01:51 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 3(SCRN_PEND_DISP_TRBLS) @ 2/23/2003 1:05:47 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 4(TEST_PEND_DISP_TRBLS) @ 2/23/2003 1:09:36 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 5(MULTIPLE_DISP) @ 2/23/2003 1:13:25 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 6(RESRNRN_TRBLS) @ 2/23/2003 1:17:14 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 7(RESRNRN_TRBLS) @ 2/23/2003 1:17:35 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 8(SCRN_TEST_NON_PEND_DISP_TRBLS) @ 2/23/2003 1:21:24 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 9(EXCLUDE_EXCLUDE) @ 2/23/2003 1:25:11 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 10(TEST_NON_PEND_DISP_TRBLS) @ 2/23/2003 1:28:55 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 11(CLOSED_CLOSED) @ 2/23/2003 1:33:50 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 12(TEST_NON_PEND_DISP_TRBLS_2) @ 2/23/2003 1:37:18 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 13(TEST_TEST) @ 2/23/2003 1:40:48 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 14(SCRN_TRBLS) @ 2/23/2003 1:44:21 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 15(TRBLS_INPUT) @ 2/23/2003 1:47:52 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 16(ALT_ACCESS_TRBLS_INPUT) @ 2/23/2003 1:51:21 PM (319 : WFAIDs) worksheet name: 02_16_2003
 Finished Query 17(RCVD) @ 2/23/2003 1:52:14 PM (319 : WFAIDs) worksheet name: 02_16_2003

Started BIGFOOT MAC Parser 2/23/2003 1:52:17 PM
 Finished Query 1(NO_ACCESS_BUS_NO_ACCESS) @ 2/23/2003 4:04:46 PM (50 : CUIDs) worksheet name: 02_16_2003
 Finished Query 2(CR_INPUT_DISP_OUT_BUS_INPUT_DISP_OUT) @ 2/23/2003 4:05:14 PM (50 : CUIDs) worksheet name: 02_16_2003

FIG. 11

<<<Back

CSA Database information	
ID:	8447
REPORT_DATE:	2/2/2003
FULL_NAME:	BENNETT, KRISTA MONIQUE
TITLE:	CSA
CUID:	YBLNLGG
RC:	H0615230
HRS:WORKED:	34.5
CALLS:	604
LOGGED_TIME:	113326
MERIDIAN_OUT_DN_TIME:	894
MERIDIAN_ACD_TALK_TIME:	101075
MERIDIAN_NOT_READY_TIME:	254
MERIDIAN_CONSULT_TIME:	180
CR_NON_DISP_REPEATS:	3
CR_NON_DISP_REPEATS_BASE:	4
CR_NO_ACCESS:	1
CR_DISP_OUT:	30
TAFI_MEM_FECO_Y:	3
TAFI_MEM_FECO_TTL:	3
TAFI_NON_MEM_FECO_Y:	9
TAFI_OVERRIDES:	19
TAFI_OVERRIDESBASE:	481
TAFI_OVERRIDESWOREC:	0

FIG. 12